

WIC Contractor Meeting Minutes
January 12, 2022

Attendance:

State Office- Brandy Benedict, Bruce Brown, Caryn Wittry, Connie Glover, Dena Dittmer, Jane Stockton, Jill Lange, Ken Kane, Kenny Kane Jr., Kimberly Stanek, Nicole Newman, Nikki Davenport, Sherry Smith, Toby Yak, Todd Erskine, and Yaxaira Rodriguez	41- Carla Miller
31- Karen Goff and Lexie Stoneking	42- Sara Noack
33- Paula Klocke and Julie Williams	43- Amanda Kirchhoff
34- Angela Munson, Diana Strahan, and Angela Becker	45- Christine O'Brien
35- Cindy Kaczinski and Gina Gassman	46- Cindy Meiners
37- Karla Hynes and Michelle West	47-
38- Sierra Stevens and Janet Weber	48- Amanda Blum
39- Cindy Harpenau and Dick Sievers	49- Jean Sterner and Betsy Arce
	50- Jessica Olson and Tricia Nichols
	51- Chuck Dufano, Amy Hackman, and Kate Klefstad
	52- Kris Wood
	53- Julie Miller
	54- Ashley Wandera

CVB Increase: (Kimberly Stanek)

- Thank you to everyone for all of your hard work in reissuing benefits for the CVB increase.
- The CVB increase continues through March 31, 2022 because of the Continuing Resolution that passed in December. The current Continuing Resolution is in place through 2/18/22 and it is unknown if the CVB will be increased past March 2022.

Remote Appointments: (Kimberly Stanek)

- WIC agencies currently have the option to utilize remote services for all appointment types for the months of January and February 2022. It is up to your agency on whether you would like to implement this option.
- Please let us know your plan for providing services and contact your nutrition consultant if you have not touched base with the State Office about this yet.
- Attempt to make obtain anthropometric and bloodwork measurements from the healthcare provider. If it is not possible, the "Physical Presence Waived" reasons have been added back to Focus.
- Read the entire Rights and Responsibilities document to the participant and if the participant agrees to what has been read, select the reason "R and R Verbally Confirmed – Disaster".
- Proof of identification can be provided electronically for remote appointments, in person appointments need to present ID in person.
- The state is looking into options for appointment reminders from One Call Now and will send clarification about recommendations once we have more information

New State Staff:

- Toby Yak- Epidemiologist at IDPH working with other programs including WIC

WIC Contractor Meeting Minutes

January 12, 2022

- Yaxaira Rodriguez- HelpDesk back up while Charles is on leave, will have other tasks assigned

Midwest States Online Ordering Project: (Brandy Benedict)

- Iowa WIC Program and partners Minnesota WIC, Nebraska WIC, retail partner HyVee, and processor partners FIS/CDP have received a grant through the Gretchen Swanson Center for Nutrition.
- Currently in the planning phase (started with a December 16, 2021 kickoff meeting), and will begin the implementation phase in July with possibly a store pilot around this time 2023. The pilot timeline is an output of the planning phase, so there is not a specific date or store location known at this time.

WIC Participant Portal: (Caryn Wittry)

- An introductory email about the participant portal was sent at the end of December
- The Participant Portal is still under development and the functionality presented is proposed and not finalized.
- The portal will be a web application/website that can be accessed by participants and WIC staff.
- Participants will be able to apply for WIC services, add documentation, communicate with staff, upload proofs, schedule appointments.
- The goal of using this program is to modernize the WIC Program, increase flexibility, and reduce errors (e.g. entering DOB, correct spelling of names, etc.)
- Agency staff will be able to review items submitted and correct any errors, proofs can be sent to Focus (no need to scan)
- The portal could be a landing page for the WIC Shopper App, links for other things
- If families move from one county to another the information would follow them
- Mountain Plains User Group
 - We are in the planning phase currently with the user group
 - 8/9 states in the user group will participate in the development of the portal
 - Each state will have their own site/portal
 - State Agency Task Force was formed in the fall of 2021
- CDP is working on the web development for the project
 - Feedback will be requested from local agencies
- The portal will come out in phases
 - Phase 1 has a release date of Fall 2022 as a change idea, will begin testing early October 2022
 - Will look for testers from local WIC agencies to help test the functionality
 - Phase 2- date to be determined, will include the nice to have functionality
- Participants and staff will both use the technology
 - Participants login and upload information, staff would log in and accept changes, information would transfer into Focus, data from Focus would then transfer back to the portal to have data available like heights, weights, bloodwork, etc.
- A demo of the portal draft screens was presented

WIC Contractor Meeting Minutes
January 12, 2022

Breastfeeding Special Projects: (Nicole Newman)

The following trainings will be offered pending funding approval from USDA.

Certified Lactation Specialist:

- Encouraged for any CPA without extended breastfeeding certification (e.g. CLS, CLC)
- This course is a 45-hour breastfeeding certificate course that will leave participants with the credential of CLS following passing an exam at the end of training.
- Available training dates:
 - July 20-22, 25, 26 - 15 spaces
 - August 10-12, 15, 16- 15 spaces

Diversity, Equity, and Inclusion Workshop:

- Optional, geared more towards professional staff, CPAs and BFPCs, may open up to support staff if training spaces are not filled
- This new 2-day interactive course, presented by Lactation Education Consultants instructors, is intended to guide attendees on these three aspects of lactation by providing an in depth look at the history of lactation, turning points in the field, valuable information on what has been done, and what staff practice should incorporate to provide equitable care to all. This course will define key terms and involve self-reflection. At the end of this program, LEC will talk about implementation of DEI practices - turning the conversation about diversity, equity, and inclusion into a valuable change agent.
- Available training dates:
 - June 8 and 10 (W/F)- 10 spaces
 - June 22 and 24 (W/F)- 10 spaces
 - July 11 and 13 (M/W)- 5 spaces
 - Aug 29 and Sept 1 (M/Th)- 25 spaces

USDA Breastfeeding Curriculum:

- Iowa has partnered with other Midwest Region states to offer the USDA WIC Breastfeeding Curriculum developed and presented by Cathy Carothers in FY 2022. This curriculum is designed to build competencies among all levels of WIC staff in breastfeeding promotion and support strategies in the WIC Program. It relies on recent science, as well as best practices adopted by State and local WIC agencies across the country. The curriculum has four learning tiers/levels. Each level builds on one another to address breastfeeding competencies based on role and responsibilities, including training for the local agency WIC Designated Breastfeeding Expert.
- The tiered levels include:
 - Level 1: All WIC staff, including support staff
 - Level 2: Peer Counselors, Competent Professional Authorities (CPA), Designated Breastfeeding Experts (DBE), and other WIC staff who provide basic breastfeeding support to participants
 - Level 3: CPAs, DBEs, and Breastfeeding Coordinators
 - Level 4: WIC Designated Breastfeeding Experts only

WIC Contractor Meeting Minutes
January 12, 2022

- Staff will participate in four virtual training sessions taught by Cathy which will be offered March through September 2022 for staff. These trainings are provided with other Midwest Region WIC staff and seating is limited for each session.
- Beginning in FY23, this training will be required for all new staff as part of their orientation, based on role and responsibilities.
- Please consider your staff training needs and availability. Seating will be first come, first serve.
- Iowa has 300 seats available, so 75 spaces in each training session.
- Available dates:
 - Session 1 - March 14, 16, 17, 18, 21, 23, 28, 30, 31
 - Session 2 - April 25, 26, 27, 28 AND May 4, 5, 10, 11, and 12
 - Session 3 - July 18, 19, 20, 21, 27, 28, AND August 2, 3, and 4
 - Session 4 - August 22, 24, 25, 26, 30, 31, AND September 13, 14, and 15

Next Steps:

- Be on the lookout for an email to WIC Coordinators that will include information about registering staff for the trainings discussed. The survey will provide details about each training, along with course dates and times.
- The USDA Breastfeeding Curriculum is required for all staff and we are offering 4 sessions to accommodate clinic schedules.
- The CLS and DEI trainings are available as supplemental courses as a benefit to WIC agencies, but not required at this time.
- Please make sure to discuss schedules with your staff when filling out the survey to ensure they understand they are committing to a training session when they are registering.

Open Discussion/Questions:

- There was a question about access to caseload numbers prior to the 11th of the month.
 - The Participant with Benefits Report is available starting on the 3rd of the month, however it is currently not available. A Help Desk ticket has been submitted about this. No other report issues are known.
- There were questions about incentives/disincentives.
- An agency reported seeing a reduction in the amount of personal pumps distributed.
- A question was asked whether clinic visits will be in person and when they will take place.
 - Clinic visits are currently planned to be in person. The scheduling on when they take place depends on the consultant. Administrative on-site reviews have been scheduled starting in early spring.
- There was a question on when the RFP will open.
 - Refer to the CSA website.
- There was a question about the cost of CLC/CLS certifications.
- There was a question about policy updates.
 - The State office is updating policies and will share in the future.

WIC Contractor Meeting Minutes
January 12, 2022

- There was a question about required trainings, frequency they need to be completed, and any new trainings offered.
 - Feedback was originally taken from the Nutrition Services Committee about the trainings and frequency they are required. Some trainings are retired or no longer have CEUs available. The Breastfeeding Module will be pulled off the required list once the USDA Breastfeeding Curriculum is released.

Other reminders:

- Future contractor meeting dates are listed on the agenda.
- 5th Monday education sessions are available for staff that are able to attend. They are not required unless specified. Those are usually recorded and available on the WIC Portal.